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ABSTRACT OF THE DISCLOSURE

An improved user programming method and apparatus for selecting central station features of a telecommunications device such as a telephone by means of voice prompts directly to the line user is disclosed. Prerecorded messages containing specific step by step instructions are used under the control of the central programming system. With such an arrangement, the features of each programmable button on a communications line may be remotely set up or programmed by a non technical user from his or her own phone. Additionally, a voice prompt system for programming a central programming controller may also be used to answer an incoming telephone call.